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jc781 U.S. PTO

Date: March 10, 2000

Re: Inventor(s): John Crook

Title: METHOD OF PROCESSING AN INBOUND CALL IN A CALL CENTER

Atty. Docket No.: 024/1

jc675 U.S. PTO  
09/523935  
03/13/00Box NEW APP. FEE  
Assistant Commissioner for Patents  
Washington, D.C. 20231

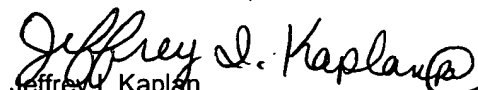
Dear Sir:

Submitted herewith is the above-identified patent application. Also enclosed are:

- 1) A self-addressed, stamped return postcard; and
- 2) 2 sheets of informal drawings of Figs. 1-2.

Respectfully submitted,

KAPLAN &amp; GILMAN, L.L.P.

  
 Jeffrey I. Kaplan  
 Reg. No. 34,356
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Enclosures

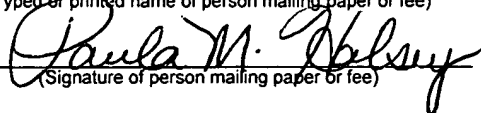
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